

APPENDIX M

CSHCS Family Rights and Responsibilities

Your CSHCS Rights:

It is important that you know your rights and responsibilities. In CSHCS, you have the right to:

- Receive quality health care
- Be treated with respect
- Choose your specialist from participating providers within your insurance guidelines
- Be seen by a medical specialist who will arrange the care you need
- Get all the facts from your specialist about the CSHCS-eligible diagnosis and treatment
- Say "no" to any medical treatment
- Get a second opinion from another specialist
- Be informed of what services CSHCS covers
- Know the names and backgrounds of your health care providers
- Get help with special disability needs you may have
- Get help with special language needs you may have
- Have your medical records kept confidential
- Get a copy of your medical records (may be a cost)
- Voice your concern about the service or care you receive
- Be told in writing when and why benefits are being reduced or stopped
- Contact the Michigan Department of Community Health with any questions or complaints
- Appeal any denial or reduction of CSHCS eligibility or service

Your Responsibilities:

- Show all of your insurance cards including your mihealth card and Client Eligibility Notice (CEN) to all providers **before** receiving services
- Call your local CSHCS office or Medicaid Health Plan if enrolled **before** your appointment when you need help to cover medical travel expenses
- Choose a specialist from participating providers within your insurance guidelines; then contact and build a relationship with the provider you have chosen
- Follow your provider's medical advice
- Keep your scheduled appointments
- Provide complete information about past medical history
- Update medical and financial information as CSHCS requires
- Ask questions about the care
- Respect the rights of other patients and health care employees
- Use emergency room services only when you believe an injury or illness could result in lasting injury or death
- Notify a CSHCS representative in your local health department or Medicaid Health Plan (if enrolled) if emergency room treatment related to the CSHCS-eligible diagnosis is given
- Make prompt payment for services not covered by CSHCS or your Medicaid Health Plan if enrolled

- Report changes that may affect your coverage to a CSHCS representative in your local health department or Medicaid Health Plan if enrolled. This could be an address change, birth of a child, death, marriage, divorce or any change in insurance coverage
- Promptly apply for Medicaid, Medicare, or other insurance when you are eligible
- Report Medicare, Medicaid or other insurance benefits you have

Complaints and Appeals:

If you have complaints or concerns with your CSHCS health care or your CSHCS provider, there are things you can do:

- Call the Family Phone Line at 1-800-359-3722. CSHCS tries to solve problems before an appeal.
- Call or write the Michigan Administrative Hearing System (MAHS) for the Department of Community Health about your complaint:
Michigan Administrative Hearing System
for the Department of Community Health
PO Box 30763
Lansing MI 48909
1-877-833-0870
- Call your Medicaid Health Plan if enrolled

Appealing an Action if CSHCS Denies Coverage or Services:

You can appeal a negative action, such as CSHCS or Medicaid Health Plan if enrolled not paying a bill or not approving a service. Complete the form you received when you were notified of the decision. Your request must explain the problem in writing. Mail the form to:

Michigan Administrative Hearing System
for the Department of Community Health
PO Box 30763
Lansing MI 48909

Or

The address on the denial form you received

**Questions? Call either your local health department or the Family Phone Line.
<County Name Health Department at phone number> or
Family Phone Line at 1-800-359-3722**